of the local telephone exchange authorities and other cognate matter being replies to quickly, has been made; if so, to what extent;

(b) whether it has become the established practice with some of the Area Managers' Offices particularly with the AM(S) not to reply to even registered communications addressed to them by subscribers and whether the Divisional Engineers under him also followed the same; and

(c) if so, what action Government propose to take to make this institution more service-oriented?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) No such formal assessment has been made about the working of the Area Managers. However, Deputy General Manager (Public Relations) has been asked to monitor the functioning of various public grievance cells of Area Managers offices with a view to further improve their functioning.

(b) No, Sir.

(c) Does not arise in view of the above. However, in addition to the Public Grievance Cells and Customer Service Centres already functioning at the office of the Area Manager, public counters have been shifted on ground floors in South area so that the complaints are attended at a single point there itself.

Defective functioning of telephones in U.P.

2185. DR. MOHD. HASHIM KIDWAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware of the defective functioning of telephones in a large number of places in Uttar Pradesh;

(b) whether the telephone exchanges in that State maintain any daily record to the defective functioning of telephones;

(c) if so, what is the number of such complaints during each of the last two years; and

(d) if the answer to (b) above be in the negative, whether Government will issue instructions to Telephone exchanges to maintain such records?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) Yes Sir; Functioning of telephones in Uttar Pradesh is monitored daily, weekly and monthly basis at different levels of the department.

(b) Yes, Sir. For large telephone systems, standard complaints dockets for each complaint is prepared and for smaller exchanges complaints are recorded in registers.

(c) The total number of complaints received during the last two years i.e. 1983-84 and 1984-85 are 6.75 and 7.01 lakhs respectively which means 1.7 and 1.6 complaints per 100 telephones per day are booked.

(d) Question does not arise in view of reply as at (c) above.

Effect of import policy on indigenous machine building industry

2186. SHRI KRISHNA KUMAR BIRLA: Will the Minister of INDUSTRY AND COMPANY AFFAIRS be pleased to state:

(a) whether Government have made any exercise to know how far the new import policy with regard to high-technology machinery under OGL on a large scale will affect the growth of the indigenous machine building industry and discourage the prospective entrepreneurs against modernisation; and

(b) if so, what are the details thereof and the steps contemplated by the Government in this regard?